



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

12/09/22

12:47 PM

C2212005

Jefferey and Lori Bomke,

Complainants,

vs.

Frontier California Inc. **(U1002C)**; Citizens
Telecommunications Co. of Ca. d/b/a Frontier
Communications of California **(U1024C)**,
Frontier Communications of America Inc. d/b/a
Frontier Communications **(U1548C)**; Frontier
California **(U4439C)**; Frontier Communications
of America Inc. d/b/a Citizen Long Distance
(U5429C); Frontier Communications LD &
Online **(U7167C)**,

Defendants.

ECP Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANTS	DEFENDANTS
Jefferey and Lori Bomke P.O. Box 273 700 Tal Trail Gasquet CA 95543 T1: 707-951-2772 T2: 707-954-0723 e-mail: bomkehome@gmail.com	Frontier California Inc. (U1002C) ; Citizens Telecommunications Co. of Ca. d/b/a Frontier Communications of California (U1024C) , Frontier Communications of America Inc. d/b/a Frontier Communications (U1548C) ; Frontier California (U4439C) ; Frontier Communications of America Inc. d/b/a Citizen Long Distance (U5429C) ; Frontier Communications LD & Online (U7167C) Attn: Charlie Born, Sr. Mgr. Gov & External Affairs 1201 K Street, Suite 1980 Sacramento CA 95814 T: 916- 686-3570 E-mail 1: Charlie.born@ftr.com E-mail 2: Amy.Warshauer@ftr.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Jefferey and Lori Bomke

COMPLAINANT(S)

vs.

(B)

Frontier California Inc (Frontier)

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES ☐ NO

Has staff responded to your complaint?

☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES ☒ NO

Do you have money on deposit with the Commission?

☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES ☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Jefferey Bomke	P.O. Box 273, 700 Tal Trail, Gasquet, CA 95543	(707) 951-2772
Lori Bomke	P.O. Box 273, 700 Tal Trail, Gasquet, CA 95543	(707) 954-0723

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Frontier California Inc	401 Merritt #7, Norwalk, CT 06851	(800) 801-6652

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

See attached #1

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

The utility should promptly repair or replace the system, provide other means of reliable dial tone and 911 service by providing a reliable satellite phone with monthly fee equivalent to our regular phone rate, install a cell tower with appropriate equipment to serve this neighborhood, or install a landline from the nearest junction of service.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	1/9/23
Hearing (Example: 7/1/09)	2/9/23

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

see attached #2

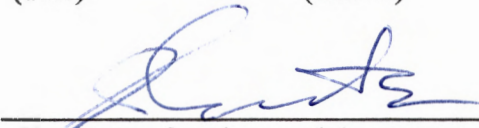
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

bonkehome@gmail.com

(J)

Dated Gasquet, California, this 8th day of November, 2022
(City) (date) (month) (year)

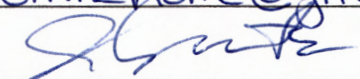

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	Jefferey Bomke
Address:	PO Box 273, Gasquet, CA 95543
Telephone Number:	(707)957-2772
E-mail:	bomkehome@gmail.com
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on November 8, 2022 at Basquet, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

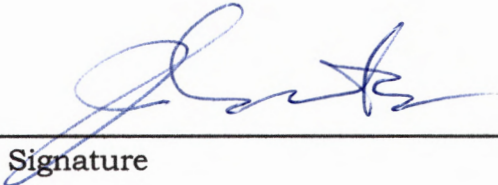
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature11-10-22

Date

Jefferey Bonke

Print your name

Attachment #1

Our residential phone service (and all neighbors on same system) provided by Frontier Communications, Acct # 707-457-3692-031591-5, has not worked (no dial tone, unable to make or receive calls) for a minimum of three years due to an equipment failure on their part. The phone system servicing us is a radio relay system that they acquired from GTE many years ago (original provider) and Frontier's service technicians have told us it is obsolete and they can't get parts to repair it and that it must be replaced. Also, for at least 2 years, the service technicians have said a new system is out for bid, but with no idea as to when the issue will be resolved. For the entire time of the outage, until the ticket below, we have had to re-submit trouble tickets monthly through their system to keep them working on it and receive credits for the month's lack of service. Due to the extreme remote nature of this residential area (35 miles from services), there is no reliable cell or internet service, so this phone service is **critical for 911 emergency services**. The current trouble ticket (attached) is now the only one showing in their system, so we are suspicious that they are deleting previous records as evidence of this long term issue. We purchased our home 31 years ago with the knowledge that we could reach 911, but Frontier has now failed to maintain this service.

We submitted an informal complaint to your Consumer Affairs branch, but they were also unable to resolve the issue, other than to stop Frontier from eliminating our monthly trouble tickets and stop sending us monthly **past due** billing, as in the attached. As noted, that branch suggested the next practical step was to submit this formal process.

Our desired result from this formal process is to have Frontier restore a reliable dial tone and **critical 911 service** as soon as possible by any means necessary. We believe, during a minimum of 3 years of no service, they have not shown good faith in correcting this problem. We believe without intervention they will continue to do so indefinitely.

Just recently we experienced a life threatening health issue that could have easily resulted in cardiac arrest with no ability to access emergency services. We are hopeful that this process will compel Frontier to correct this issue very quickly for future events such as this. As mentioned above, this service has always been intended to be our lifeline and has degraded our property value and safety.

Also, during this entire time, we have gone to extremes using their customer service to try to get answers from Frontier on the status of this issue, and they refuse or don't know how to let us talk to anyone that has this information. We get the very distinct impression they are hoping we will eventually just go away.

(current trouble ticket that has been open for more than a year)

Frontier Airlines Direct

https://frontier.com/account#/tickets

frontier.com/account#/tickets

AppsNational Weather S...QuickMapTravelJeff's BookmarksLori's BookmarksFinance and BillsRetirement and He...Imported From IE

Trouble Ticket Status

Check Your Ticket Status

We've found 1 ticket for you in the last 30 days.

Ticket #: 4797558	Created Date: Mar 01, 2021	Status: In-Progress
Contact Number: 707.951.2772		
Completion Date:	Please contact Frontier Customer Service at 1.800.921.8101 for assistance with your ticket	
Ticket Description:	RES OUT OF SERVICE	

CANCEL TICKET

Key Account Info

Account Number	PIN
707-457-3682-031591-5	6344
Link on Account	

Bill & Payment

Current Balance \$0.00
New Charges Due Date Jan 18, 2022

Pay Bill

Auto Pay	Off	Manage
Paperless Billing	On	Manage

Feedback

Need Help?

> Service Outage Check

> Troubleshooting

> Order Status

> Trouble Ticket Status

> Billing FAQs

> Help Center

Chat

Type here to search

45°F Light rain 1:45 PM 1/3/2022

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



August 27, 2021

Jefferey Bomke
Po Box 273
Gasquet CA 95543

Subject: Commission File No: 536224 for Complaint with Frontier California Inc.

Dear Mr. Bomke:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against Frontier California Inc. (Frontier). As part of the review, CAB considered the information that you provided, the information that Frontier provided to us about your account and applicable codes, orders, and tariffs.

Your complaint states you have a radio telephone that operates from a nearby ground station. The system has been in poor repair for the last few years; however, in November 2020, the radio phone system ceased to operate altogether and now you have no phone service. You had submitted a repair ticket 6 months ago and was advised a radio repair company would repair the system. To date, the repair has not been done and Frontier has not provided you with a status of your repair ticket. Since you are being billed each month, you have been calling Frontier to issue a credit for the account. You are seeking an escalation to the delayed repair work.

Frontier reports the trouble has been isolated to their equipment which is a radio application that has failed. Due to the equipment being outdated, it has been difficult to obtain the spare parts required to make repairs. This is not an ideal situation; however, Frontier's engineers, technicians, and vendors have been allocated to addressing this issue. Due to the complexity of this repair, a tentative due date for completion has not been established.

Your monthly bills will continue to generate because the account remains active. The account reflects a zero balance. Frontier states they will issue a credit before or after the bill statement generates each month until service is restored. The utility advises that you do not have to call them to request the credit. Updates will be provided to you as they become available. Frontier apologizes for any inconvenience you experienced because of this matter.

Based on the review of this information, CAB has determined that Frontier is not in violation of the rules or regulations of the Public Utilities Commission. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,


Doretta Dea
Consumer Affairs Branch
1-800-649-7570

Enclosure: Appeal Procedures

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVE
SAN FRANCISCO, CA 94102



September 03, 2021

File No:536224

Jefferey Bomke
Po Box 273
Gasquet CA 95543

Dear Jefferey Bomke,

I appreciate the opportunity to speak with you concerning your complaint with Frontier. We were able to discuss your appeal verbally and it was explained to you that since we are unable to assist you informally, I am enclosing Formal Papers so you may file a formal complaint before the Commission.

Informal requests for assistance are taken up by the Commission staff with the utility involved in an effort to assist the parties in arriving at an amicable resolution of the matter. Since informal complaints are handled at staff level, no hearings are held, no sworn testimony is taken and no Commission filings, orders or decisions are issued. Numerous problems are settled during the informal process, but occasionally this is not possible, and we sincerely regret that such appears to be the situation in your case. Therefore, I am forwarding the proper forms to file a formal complaint before the Commission. If you decide to file, a hearing may be set, and your case may be heard by an Administrative Law Judge.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Doretta Dea'.

Doretta Dea
Consumer Affairs Branch
1-800-649-7570

Enclosure: Formal Papers

Attachment #2

Order Frontier to promptly repair or replace the system, provide other means of reliable dial tone and 911 service by providing a reliable satellite phone with monthly fee equivalent to our regular phone rate, install a cell tower with appropriate equipment to serve this neighborhood, or install landline from the nearest junction of existing service.

Order Frontier to email us the status of their efforts every week until corrected. Alternatively, order Frontier to give us a direct means of communication to whomever is working on this issue.

Order Frontier to establish a deadline, more reasonable than six months (it's already been over three years), for correcting the issue.